



NOTICE

April 23, 2009

Dear Client,

We at SSI would like to thank you for your continued support during some of our internal service modifications. Initiatives such as the NOC (Network Operation Centre) have recently been implemented to improve end user satisfaction. With these changes we have been able to focus more of our budget to technical resources.

Issues are being identified, escalated and addressed more promptly, improving client productivity. Additionally, NOC technicians are constantly monitoring and providing performance testing to all of SSI's managed networks, ensuring maximum uptime.

Our goal is to provide confidence in your IT support investment with SSI, and to provide guidance on any technical questions. There are circumstances when the support required extends beyond what is covered in the MP and SP programs, however it is our commitment to reduce unexpected Third Party Services for all SSI clients.

What is Third Party Service?

Third Party Service (TPS) is billable work for support on items that are not included in a Service Plus or Managed Plus agreement. Some examples of these services are: Accounting software packages, industry/dealer required applications, cell phones, camera's, photocopiers, fax machines etc.

Based on feedback received from clients, we acknowledge that our approach to third party service has been inconsistent, confusing and frustrating to deal with. Therefore, we will be implementing new guidelines and processes internally to eliminate unexpected TPS charges.

What items are now included when you call for support?

- **First line defense for all technical issues** included under the Service Plus or Managed Plus agreement – When calling the NOC, technicians will provide first level troubleshooting. If during the troubleshooting process it is determined that the problem is a line-of-business application, PDA (Blackberry), copier or other items outside of the contract, guidance will be given by the technician as to what course of action should be taken.
- **Self guided troubleshooting guides** at no additional charge SSI will make available standard troubleshooting guides to common issues such as: How to synch company email on your mobile device, connecting remotely to your network/email, etc.
- **Clear communication prior to additional billing** – No charges will be issued unless explicit approval was received from the client and has been documented in the ticket request. If during the troubleshooting process it is determined that Third Party billing is required, the technician will immediately advise the customer what work has been included up to that point and that any additional support would be billed direct to the Customer. The technician will only commence with work if approval is received from the Customer. Should an SSI technician not make clear that an issue is billable or document the subsequent approval, no charge will be issued.

We welcome your continued feedback and invite you to communicate directly with a member of our Management team:

SSI Solutions – Calgary

Scott Thomas
stomas@ssi-solutions.com
 403-210-2022 ext.205

SSI Solutions – Edmonton

Graham Aberg
gaberg@ssi-solutions.com
 780-413-8458 ext.114

SSI Solutions – Corporate

Leanne Yeatman
lyeatman@ssi-solutions.com
 780-444-8661 ext.104

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